



Photos of Incident Response on SR 16

Relatable Data I-405 and SR 16 for October 2003

Data Source: WITS—Traffic Office as of November 20, 2003 (database is continuously updated throughout the current quarter).

Average Number of Responses Per Day:

- On I-405 there were a total of 399 incidents responded during the month of October 2003 during daytime-weekdays (total of 23 days roved, no call out incidents during the period): an average of 17 responses per day.
- On SR16 there were a total of 66 incident responses during the same time (October, weekdays, daytime): An average of 3 responses a day.

Incident Types:

- On SR16 67% of incidents were disabled/abandoned vehicles. 12% was for debris, and 18% was for collisions.
- On I-405 69% of incidents involved disabled/abandoned vehicles. 8% was for debris, and 15.5% was for collisions.

Quick Clearance of Incidents:

- On I-405 approximately 95% of Disabled/abandoned vehicles were cleared within 30 minutes of happening (start of incident=when disabled).
- On SR16, approximately 80% of Disabled/abandoned vehicles were cleared within 30 minutes of happening (start of incident=when disabled).

Incident Response Affect on Travel Time

Smarter, more attentive highway management – like the Incident Response Program and the Joint Operations Policy Statement (national-model operating agreement between WSDOT and the Washington State Patrol) – are almost surely contributing benefits to travelers in reduced delay.

2001 & 2002 Peak Travel Times – Highlighted Improvements

Route	Route Description	Miles	Average Peak Travel Time			Number of Days When Peak Travel Times Exceeded 2 X Freeflow			*95% Reliable Travel Time		
			2001	2002	Change	2001	2002	Change	2001	2002	Change
I-5	SeaTac to Seattle (AM)	13	24 min.	23 min.	-1 min.	84	44	-16%	31 min.	28 min.	-3 min.
I-405	Tukwila to Bellevue (AM)	13.5	31 min.	30 min.	-1 min.	198	178	-10%	43 min.	41 min.	-2 min.
I-405	Bothell to Bellevue (AM)	9.7	20 min.	19 min.	-1 min.	142	127	-7%	27 min.	26 min.	-1 min.
SR-167	Renton to Auburn (PM)	9.8	22 min.	19 min.	-3 min.	133	92	-18%	39 min.	37 min.	-2 min.

*95% Reliable Travel Times: You can expect to be on time for work 19 out of 20 working days a month (or 95% of your trips,) if you allow for the 95% Reliable Travel Time.

What we Measure	Who we report to
Number of incidents responded per time period (per region, quarter, annual) and per clearance time groups.	Assistant Secretary, Gray Notebook, Washington State Patrol, Incident Response Managers, Regional Administrators, Region Traffic Engineers, HQ Traffic.
Percentage of roving vs. dispatch vs. callout IRT units.	Incident Response Managers, Regional Administrators, Region Traffic Engineers, HQ Traffic.
Average clearance time (0-15 minutes, 15-90 minutes, 90+ minutes) per quarter and annual.	Assistant Secretary, Gray Notebook, Office of Financial Management, Incident Response Managers, Regional Administrators, Regional Traffic Engineers, HQ Traffic.
Number of motorist assists (non-collision) provided (as approximately comparable to Washington State Patrol's motorist assist numbers).	Washington State Patrol, Regional Traffic Engineers, HQ Traffic.
Comment Cards from Constituents.	Incident Response Managers, Regional Administrators, Regional Traffic Engineers.
Incident types and response reasons per time period (per region, quarter, annual) and per clearance time groups.	Gray Notebook, Regional Traffic Engineers, HQ Traffic.

ERI #108

INCIDENT RESPONSE TEAM CLEARING ROADS. HELPING DRIVERS.

Hello, I am Mike (619). It was a pleasure to assist you on 7/1/2003. Please take a moment to let WSDOT know your thoughts about the contact.

1. How would you rate the contact? ☐ Poor ☐ Fair ☐ Good ☒ Excellent

2. Did the service meet your needs? ☒ Yes ☐ No
If not, what other service would have been helpful?

3. One of WSDOT's goals is motorist safety. Was your safety met? ☒ Yes ☐ No

4. What other comments will help us evaluate this service?
Excellent service! Please keep this program funded!!

5. Your name, address and phone (optional).
Julie [redacted]

Thank you for your time and assistance.

For WSDOT use only: ☐ Service Patrol ☒ IRT ☐ Maintenance ☐ Other Time: 2:00 AM

3. One of WSDOT's goals is motorist safety. Was your safety met? ☒ Yes ☐ No

4. What other comments will help us evaluate this service?
FROM WSDOT TO THE WA STATE POLICE, ALL WERE EXTREMELY COURTEOUS, HELPFUL AND WITH A SAFETY FIRST ATTITUDE. w/ thanks,

5. Your name, address and phone (optional).
RICHARD [redacted]

Thank you for your time and assistance.

For WSDOT use only: ☐ Service Patrol ☒ IRT ☐ Maintenance ☐ Other Time: 10:45 AM

INCIDENT RESPONSE

Hello, I am Cory. It was a pleasure to assist you on 7/1/2003. Please take a moment to let WSDOT know your thoughts about the contact.

1. How would you rate the contact? ☐ Poor ☐ Fair ☐ Good ☒ Excellent

2. Did the service meet your needs? ☒ Yes ☐ No
If not, what other service would have been helpful?
Cory WAS extremely helpful!

3. One of WSDOT's goals is motorist safety. Was your safety met? ☒ Yes ☐ No

4. What other comments will help us evaluate this service?
Cory remained calm, assessed the problem, safely and rendered a fix that helped me drive away to my destination.

5. Your name, address and phone (optional).
Troy [redacted]

Thank you for your time and assistance.

For WSDOT use only: ☐ Service Patrol ☒ IRT ☐ Maintenance ☐ Other Time: 10:45 AM

INCIDENT RESPONSE

Hello, I am Tim. It was a pleasure to assist you on 7/1/2003. Please take a moment to let WSDOT know your thoughts about the contact.

1. How would you rate the contact? ☐ Poor ☐ Fair ☐ Good ☒ Excellent

2. Did the service meet your needs? ☒ Yes ☐ No
If not, what other service would have been helpful?

3. One of WSDOT's goals is motorist safety. Was your safety met? ☒ Yes ☐ No

4. What other comments will help us evaluate this service?
Do not take away this service, it would be very unwise... especially with the heavy volumes of traffic this State has.

5. Your name, address and phone (optional).
Brian [redacted]

Thank you for your time and assistance.

For WSDOT use only: ☐ Service Patrol ☒ IRT ☐ Maintenance ☐ Other Time: 17:27 PM

INCIDENT RESPONSE

Hello, I am Tim. It was a pleasure to assist you on 7/1/2003. Please take a moment to let WSDOT know your thoughts about the contact.

1. How would you rate the contact? ☐ Poor ☐ Fair ☐ Good ☒ Excellent

2. Did the service meet your needs? ☒ Yes ☐ No
If not, what other service would have been helpful?

3. One of WSDOT's goals is motorist safety. Was your safety met? ☒ Yes ☐ No

4. What other comments will help us evaluate this service?
VERY HELPFULL, RESPONSIVE + FRIENDLY - VITAL PROGRAM TO HELPING DRIVERS + KEEPING ROADS CLEAR - THANK YOU VERY MUCH!

5. Your name, address and phone (optional).
[redacted]

Thank you for your time and assistance.

For WSDOT use only: ☐ Service Patrol ☒ IRT ☐ Maintenance ☐ Other Time: 17:27 PM

The Measurement of
Incident
Response

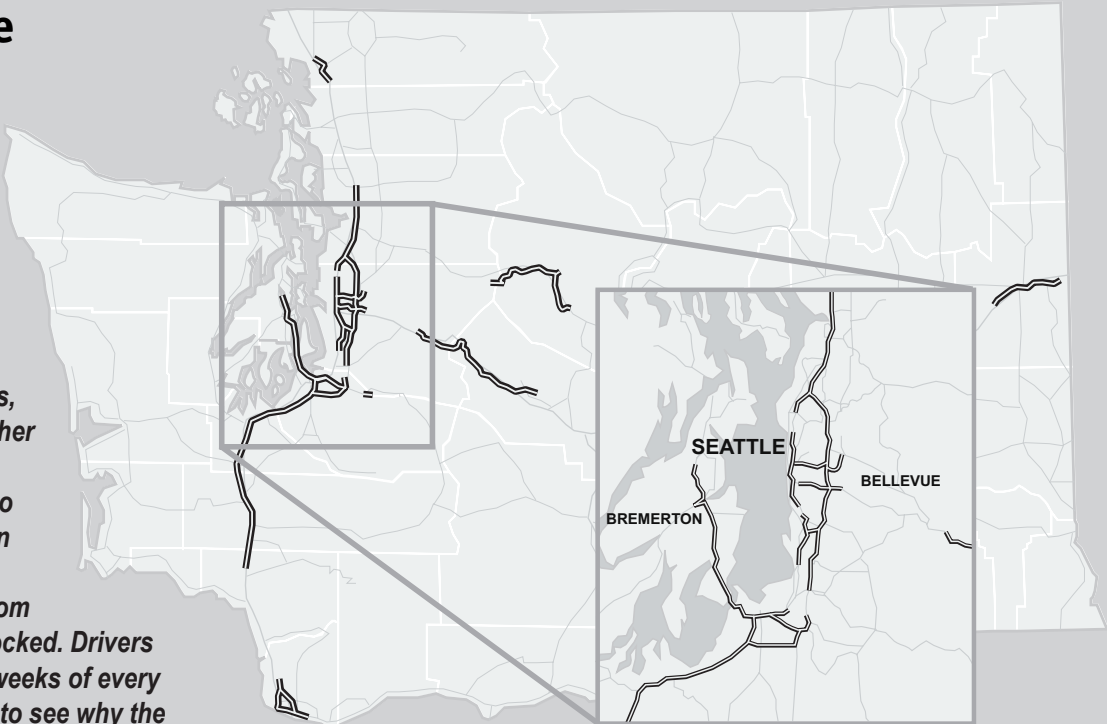
Clearing Roads
Helping Drivers

“They were a godsend and really helped us out. It’s good to know our tax dollars can work!”

November, 2003

Incident Response
In Washington

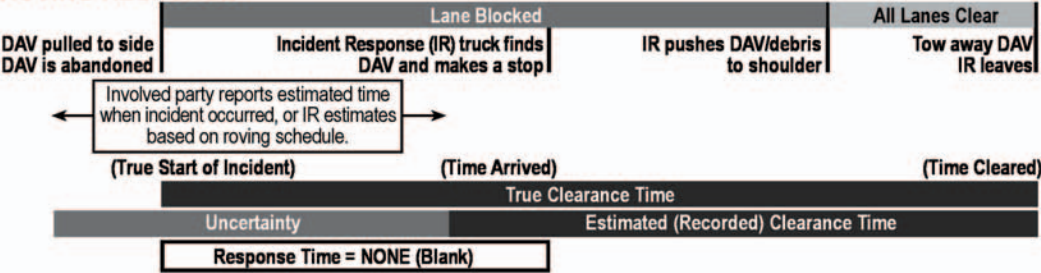
Highways in the State of Washington are operating at or above capacity and a blocked highway lane can result in miles of backups and long delays. A large portion of all congestion on urban freeways is caused by collisions, disabled vehicles, spills, and other events that impede the normal flow of traffic. As a result, four to ten minutes of traffic congestion (depending on the volume of traffic on the road) can result from every minute a lane remains blocked. Drivers in Washington may spend two weeks of every year stuck in traffic so it's easy to see why the Incident Response Team (IRT) serves a crucial role in keeping Washington on the move. IRT staff are a specially trained group of WSDOT maintenance employees who respond to blocking incidents on our state's freeways and highways. Their main function is "clearing roads" and "helping drivers" to restore the normal flow of traffic as safely and quickly as possible.



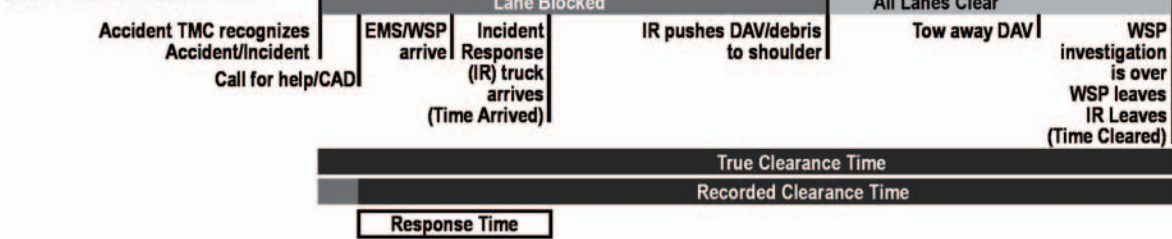
Lane Blocking Incidents

Differences in Performance Measures Between Roving and Call-Out Responses

ROVING RESPONSE



CALL OUT RESPONSE



"Due at least in part to WSDOT's Incident Response program, WSP's "motorist assists" are down 16%. This translates into 12,557 fewer responses over six months of the previous year. This means we have more time to enforce traffic violations that may reduce collisions and injuries contributing to traffic tie-ups and insure the safety of those traveling on Washington's highways."

Measuring Roving and
Call-Out Responses

To support measurement consistency, WSDOT has revised when the Incident Response Team (IRT) starts timing clearance time. WSDOT now measures from the start of the incident as first reported to WSP or when the roving IRT vehicle first comes upon the incident. This provides a common base for WSDOT and WSP to determine how well we are meeting our goals.

Ronal W. Serpas
Chief, Washington State Patrol

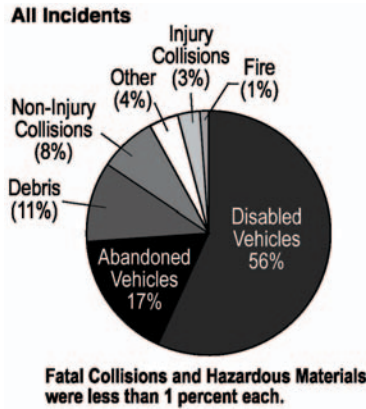
Measured Results...the measures for incident response are response time and clearance time.

A critical strategy to address congestion is to quickly clear incidents that cause congestion by the use of Incident Response Teams. Incidents that last more than 15 minutes typically have multiple responders and/or jurisdictions (e.g., WSP, Registered Tow Truck Operators, etc.) working collaboratively to clear the scene. WSDOT is taking a closer look at these types of incidents in order to find ways to further reduce the time it takes to clear these incidents.

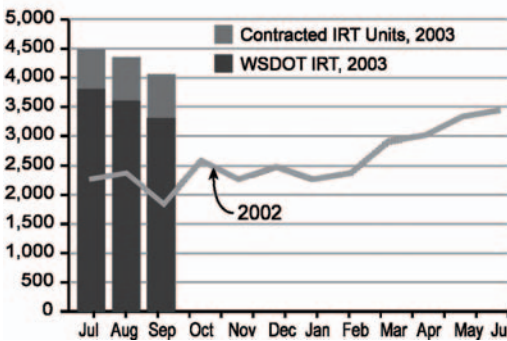
Program Totals

Swift response and clearance of incidents are keys to freeway safety and increased traffic flow. WSDOT roving units, along with Incident Response Team (IRT) members, clear roads and help drivers. Since program expansion in July 2002, the IRT is responding to more motorists and clearing more incidents. Beginning this quarter, the Total Number of Responses graph also includes responses by contracted IRT units.

Contracted units are Washington State Patrol (WSP) Cadets, Registered Tow Truck Operators (RTTO), and the Motorist Assist Van (MAV.)

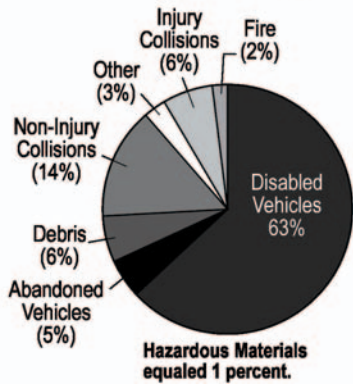


Total Number of Responses by Month
July 2002 to September 2003

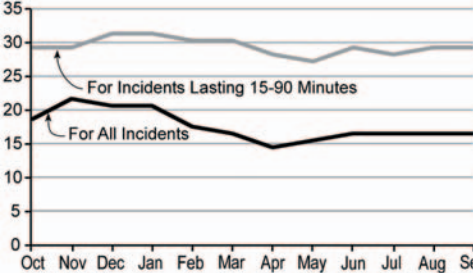


Incidents Lasting 15 to 90 Minutes

Incidents that last more than 15 minutes are more likely to have multiple responders (e.g., WSP, RTTO, etc.) and/or other jurisdictions working together than incidents that are shorter than 15 minutes. WSDOT continues to look for ways to further reduce the time it takes to clear these incidents.

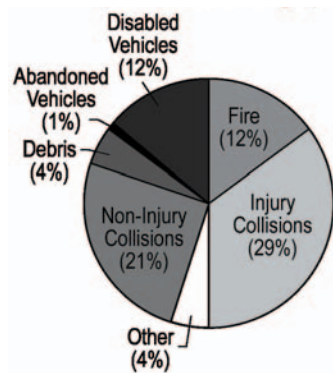


Average Clearance Time
(in Minutes) October 2002 to September 2003



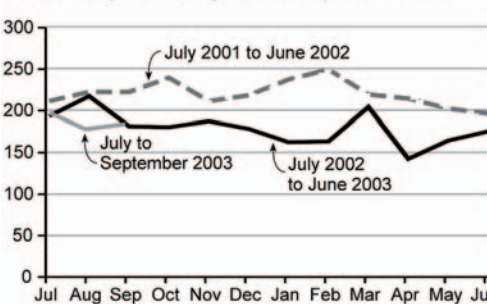
Clearing Incidents Within 90 Minutes

Collisions and fire accounted for 76 percent of the major incidents that lasted over 90 minutes. Many were severe, involving injuries and fatalities. While it is important to give priority to the injured and law enforcement investigations, WSDOT and the WSP, under the Joint Operations Policy Statement (JOPS), also strive to get roadways back to normal. Washington and Florida are the only states with the ambitious target to clear incidents within 90 minutes.



Average Clearance Time for Incidents
Lasting Over 90 Minutes

3-Year Comparison: July 2001 to September 2003



Distribution of Incidents

Analysis of this quarter's data, shown in this chart, shows that 87 percent of incidents were cleared within 30 minutes. Forty-seven percent were cleared in less than 10 minutes. Only 1.5 percent were major incidents that lasted over 90 minutes.



Incident Response Truck.

Distribution of Incident Clearance Times
July 2003 to September 2003

